

THE COMMONWEALTH OF MASSACHUSETTS  
OFFICE OF CONSUMER AFFAIRS AND BUSINESS REGULATION  
**DEPARTMENT OF  
TELECOMMUNICATIONS & ENERGY**

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June 13, 2003

BY E-MAIL AND  
FIRST CLASS U.S. MAIL

Robert J. Keegan, Esq.  
Cheryl M. Kimball, Esq.  
Keegan, Werlin, & Pabian, LLP  
21 Custom House Street  
Boston, MA 02110

Re: NSTAR Gas, D.T.E. 03-21

Dear Mr. Keegan:

Enclosed is the Third Set of Information Requests by the Department of Telecommunications and Energy to NSTAR Gas Company regarding the captioned matter. Please submit copies of the Company's responses to the information requests to the Department by 5:00 p.m., June 27, 2003.

Should you have any questions please contact me at (617) 305-3762. Thank you for your prompt attention to this matter.

Sincerely,

Jody Stiefel  
Hearing Officer

Enc.  
cc: Mary Cottrell, Secretary

**COMMONWEALTH OF MASSACHUSETTS  
DEPARTMENT OF TELECOMMUNICATIONS AND ENERGY**

D.T.E. 03-21

**THIRD SET OF INFORMATION REQUESTS TO  
NSTAR GAS**

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The Department of Telecommunications and Energy ("Department") submits to NSTAR Gas Company ("NSTAR Gas" or "Company") the following Information Request.

**Request**

DTE 3-1      Referring to the latest Department Information Request regarding Odor Calls, please provide a complete listing of all Class I and Class II Odor Calls the Company responded to, including the amount of time it took the Company to respond to the call, the cause of the odor, and the amount of time it took to correct the cause of the odor for the following periods only: January 1, 2002 to January 31, 2002, and June 1, 2002 to June 30, 2002.